Addendum #2
RFP 32-23: Learning Management System
June 28, 2023

NOTICE IS HEREBY GIVEN that the following addendum serves to provide clarification and to answer the questions received on RFP 32-23, Learning Management System.

Question 1: What team is responsible for administering the system of record today?
Answer to Question 1: The City of Clearwater's Human Resources Department.

Question 2: What team is going to own this program (i.e., going to manage/run the program); is this their sole duty or will this task be in addition to other functions?
Answer to Question 2: The City of Clearwater's Human Resources Department in addition to other functions.

Question 3: How many FTEs do you have dedicated to setting-up the LMS?
Answer to Question 3: The City anticipates utilizing 0.5 FTEs dedicated to the set-up of the LMS.

Question 4: How many FTEs do you have dedicated to administering the LMS?
Answer to Question 4: The City anticipates utilizing 0.5 FTEs dedicated to the administration of the LMS.

Question 5: How would you categorize these users (i.e., internal, external, contractors, etc.,)?
Answer to Question 5: Internal.

Question 6: What is the potential for growth annually over the next 5 years?
Answer to Question 6: This may depend on the application's strength and offering, but the number of users should be relatively steady, with few FTEs added annually.

Question 7: Please expand on the synchronous content requirement, noting file specifications (if different from those listed in Addendum #1 response), and detail need for synchronous content to be "housed" in the LMS.
Answer to Question 7: Syncing to the LMS will be focused on personnel data from the system of record, including: Name, ID, Department Division, Location, Supervisor, etc.

Question 8: What role will your team play with the migration process?
Answer to Question 8: Support and project management.

Question 9: When does your contract expire for your existing solution?
Answer to Question 9: September 2023.

Question 10: What internal milestones/resource allocations (training, set-up, implementation, administration, and end-user support) should be taken into consideration with this partnership?

Answer to Question 10: ***Training, set-up, implementation and technical support.***

Question 11: Kindly expand on this requirement (From Exhibit A – LMS Questionnaire: Can instructors customize components of the LMS?), noting difference(s) between instructor customization requirement and account level LMS customization/branding requirements.
Answer to Question 11: *What portions of the LMS are customizable by those designated with the proper security?*

Question 12: Kindly expand on this requirement (From Exhibit A – LMS Questionnaire: Does the LMS provide course-wide search (search at the level of multiple courses in the LMS)?) and detail required user workflow.
Answer to Question 12: *If an employee wanted to search on a particular topic, can they do that? Would the search include filters and/or keywords? What element(s) of the course (title, description, tags, comments, course material) is/are being searched? The City is unsure how workflow would be related to searching for courses.*

Question 13: Kindly expand on this requirement, (From Exhibit A – LMS Questionnaire: Can the City customize the mobile learning app?) and detail required customizations and note if this is a critical requirement.
Answer to Question 13: *No requirements were given. This is a question relating to whether the ability exists.*

Question 14: Please describe the need for this item (From Exhibit A – LMS Questionnaire: Can instructors add, update, reschedule, import, export and remove courses quickly without requiring support from administrators or IT?) in detail, noting if custom roles that allow for instructors to author courses (at the account level) would meet this requirement
Answer to Question 14: *The ability for certain users to complete these tasks would result in an affirmative response to this question.*

Question 15: What existing eLearning tools and resources does the City of Clearwater have access to?
Answer to Question 15: *NeoGov Learn and QuickHelp Brainstorm are used City-wide.*

Question 16: How many users would need the ability to record high quality content, edit, and publish (including screen recording abilities)?
Answer to Question 16*: **The number could range from 5 to 50 people, depending on the way the LMS is set up and used.***

Question 17: Does your team need assistance with content strategy, editing, instructional design, and/or multimedia production to development? If yes, kindly describe the content editing, development, and/or production requirement in detail.
Answer to Question 17: *This is unknown, please indicate what is available.*

Question 18: Kindly describe this need (From Exhibit A – LMS Questionnaire: Does the LMS allow delivery of the same course using different combinations of learning formats?) in detail and provide explanation of existing process as an example if necessary for clarification.

Answer to Question 18: *Is the same course material available in multiple formats?*

Question 19: Kindly describe this need (From Exhibit A – LMS Questionnaire: Does the LMS have a glossary tool?) in detail and provide explanation of existing process as an example if necessary for clarification.
Answer to Question 19: *Are users able to look-up courses in a glossary? No requirements were given. This is a question relating to whether the ability exists.*

Question 20: Kindly describe this need (From Exhibit A – LMS Questionnaire: Does the LMS have a conference tool and discussion board? Please describe) in detail and provide explanation of existing process as an example if necessary for clarification.
Answer to Question 20: *Can users interact with each other in the LMS? If yes, how would they do that?*

Question 21: What kind of licensing model do you have for your existing Microsoft TEAMS subscription? What are the room/session limits, and when does the contract expire?
Answer to Question 21: *The City utilizes Microsoft O365 GCC G1/G3 licenses in conjunction with Teams Audio Conferencing with dial-in add-ons. Room/session limits are not configured, and Microsoft defaults are used (1000 participants max and max time limit of 30 hours per session). Contract expiration date is immaterial to any potential RFP responses as O365/Teams licensing will be maintained as-is for the foreseeable future.*

Question 22: What results need to be captured for these virtual sessions (i.e., attendance/engagement, complete/incomplete, pass/fail, grades/scores)?
Answer to Question 22: *It would depend on the availability of the functionality and type of course.*

Question 23: How many concurrent users need to attend these virtual sessions at any one time?
Answer to Question 23: *It would be great if the City could have up to 400, but unlikely we would approach that number.*

Question 24: Will you have concurrent (overlapping) sessions scheduled? If so, how many?
Answer to Question 24: *The City would like to have the option.*

Question 25: Is self-registration for users required?
Answer to Question 25: *Yes, the City does not want to have approvals required for all courses but wants the option for both.*

Question 26: Kindly expand on this use (From Exhibit A – LMS Questionnaire: Does the LMS have calendar functions? Is room scheduling and equipment verification available within the LMS? Can calendar invites be imported into Outlook?)case, note if the rooms are physical or virtual meeting locations, detail equipment verification requirement, and note if this feature is a critical requirement. Is the LMS able to generate a calendar item.

Answer to Question 26: *If personnel are assigned to a scheduled course with specific time/dates, can the LMS solution create a calendar invite (for people or rooms) compatible with Outlook? This is not a critical requirement but a nice feature.*

Question 27: Please describe this need (From Exhibit A – LMS Questionnaire: Does the LMS integrate with web services? If yes, describe your integrations and list other integrations that are possible.) in detail, listing the services in question.
Answer to Question 27: *Does the LMS solution integrate with other web content providers? For example, does LMS solution A provide management with some built in content, but integrates with content providers B, C and D to encompass an abundance of resource material?*

Question 28: Kindly expand on these requirement(s) (From Exhibit A – LMS Questionnaire: Describe LMS Admin and end user support and training. Describe helpdesk support, if available.) noting definitions for: end-users, support, and helpdesk support.
Answer to Question 28: *End-users are City employees that utilize the system to engage with training material. The City envisions end-user support as access to guides, help articles, or a knowledgebase that will assist with common issues like "how to navigate the course catalog" or "how to sign up for a training session". Helpdesk support is envisioned as a support layer for the City's LMS admins/IT staff so they can raise tickets or report issues with system configuration or behavior. Please describe what your company is offering.*

Question 29: What is your team's ideal definition of support?
Answer to Question 29: *Respondents are encouraged to provide an overview of their software support and maintenance offerings.*

Question 30: Please describe this requirement (From Exhibit A – LMS Questionnaire: Please describe your cloud/SaaS environment in terms of which cloud service provider is utilized (or if it resides in a private cloud), standard SLAs, where data resides geographically, number of data centers operated, and failover/redundancy measures you place.) in detail, noting situations where learners would need to add outside education requirements to their transcript. Would the learners attach supporting documentation? If so, what format?
Answer to Question 30: *This requirement is sufficiently defined as-is. We are asking respondents to describe the environment their applications operate in at a very high level to ensure the City has a basic understanding of system architecture.*

Question 31: Noting situations where learners would need to add outside education requirements to their transcript. Would the learners attach supporting documentation? If so, what format?
Answer to Question 31: *Supporting documentation should be attachable in all common formats (PDF, DOCX, XLSX, image files, etc.).*

Question 32: Kindly expand on this requirement (From Exhibit A – LMS Questionnaire: Describe the systems ADA Accessibility features and compliance) and clarify if the compliance need is for the LMS, content, or both LMS and content.

Answer to Question 32: *Is the LMS ADA compliant? Compliance question is for both the LMS and LMS content.*

Question 33:   What are your server requirements (i.e., private vs. multitenant)?
Answer to Question 33: *The City does not have specific server/cloud architecture requirements. Private clouds, public clouds, and multi-tenant are all acceptable solutions. However, responses must include an overview of the proposed environment, so the City has a high-level understanding of the architecture.*

Question 34:   What are your security requirements?
Answer to Question 34*: Respondents are encouraged to provide a detailed overview of their approach to information technology security, especially as it relates to the confidentiality, integrity, and availability of customer data. At a minimum, respondents should include information such as encryption protocols utilized, geographic location of datacenters and redundancy, identity management systems supported for customer sign-in (ie: Okta or Azure Active Directory), is an incident response procedure followed, and are customers notified if your systems are breached or compromised.*

Question 35:   What level of FedRAMP Accreditation (if any) does the hosted environment need to meet?
Answer to Question 35: *FedRAMP accreditation is not required.*

Question 36:   Please expand on the storage and delivery requirement (From Exhibit A – LMS Questionnaire: In the event of contract termination, how is our LMS data (historical employee records and course content) provided? Is there an additional cost?).
Answer to Question 36: *Preference would be that the management data be provided in SQL or CSV format, and content be provided in original form (MP4, PDF, PPTX, etc.). Depending on the size of the need, data should be easily retrievable through an SFTP site or physical external drive. What is the maximum cost of this requirement?*

Question 37:   In reference to the Answer to Question 1 on Addendum 1, (Does the City of Clearwater expect the vendor to develop the coursework and have an available library?) kindly confirm that coursework in this context refers to pre-written (or canned) content available from content producers (ex., LinkedIn Learning, Blinkist, Skillsoft, EdX, Thomson Reuters, etc.,) and provide a comprehensive list of courses or topics that your learners will need. Please feel free to use existing course titles/descriptions as an example if necessary for clarification.
Answer to Question 37*: The City cannot provide a comprehensive list. Generally, we are going to want to cover soft skills for the workplace (such as customer service, leadership, etc.); compliance-related training such as that related to employment laws (FMLA, ADA, EEO, etc.); safety topics; technical skills (such as Office, project management); and more.*

Question 38:   In reference to the Answer to Question 1 on Addendum 1 (Does the City of Clearwater expect the vendor to develop the coursework and have an available library?), kindly confirm if you have custom coursework development requirements outside of the above list.

Answer to Question 38: **The City does currently build and publish course work in our LMS and would anticipate continuing to do so internally. External content can be provided by LMS or LMX (LinkedIN Learning, Blinkist, Skillsoft...etc.)**

Question 39: Do you have developers dedicated to updating/developing City specific course work and trainings? What content authoring solution (if any) do they use?
Answer to Question 39: *The City does not have developers dedicated; however, the City has employees (infrequently) creating content directly in our current LMS, NeoGov Learn.*

Question 40: How many users would need the ability to edit/create content using content authoring software?
Answer to Question 40: *The number could range from 5 to 50 people, depending on the way the LMS is set up and used.*

Question 41: How would you categorize your team's proficiency and comfort level with content authoring software? Will they require training—if so, which offering and how many users?
Answer to Question 41: *Yes, they will require training. Please reference the Answer to Question 40 in regard to the estimated users of the authoring software.*

Question 42: In reference to Answer to Question 6 on Addendum 1, are the original working files available for those select historical courses that you do wish to migrate to the new LMS?
Answer to Question 42: *Yes, they are available.*

Question 43: It is understood that you have included Standard Terms & Conditions in the Bid because, at minimum, we must comply with those listed. Are we able to discuss adjustments or additions to those terms at any point?
Answer to Question 43: *All exceptions to the City's standard terms and conditions shall be listed on the EXCEPTIONS/ADDITIONAL MATERIALS/ADDENDA form, page 23 of the solicitation. The City will review any exception(s) and reserves the right to accept and/or reject exception(s) in whole or in part.*

Question 44: Please list all the courses you would like included in the offering.
Answer to Question 44: *Please reference the Answer to Question 37.*

Question 45: In terms of your E-Verify Eligibility Form, will you be accepting revisions to this form? Our company uses the E-Verify system, however we can't guarantee that subcontractors will be using this. Is this a mandatory requirement?
Answer to Question 45: *The E-Verify Form must be completed and submitted by the responding party with submittal. The Vendor will be required to ensure all subcontractors are following the requirements set forth in Florida Statute 448.095.*

Question 46: Additionally, the Vendor Certification of Proposal Form would require revisions as well (ie. subcontractors. acceptance of T&Cs), and therefore couldn't be signed off on. Would revisions be accepted?

Answer to Question 46: *The Vendor Certification of Proposal Form must be signed and submitted with proposal certifying that the vendor understands and is in compliance with the requirements set forth in the RFP. Reference Answer to Question 43 above regarding any exceptions taken.*

Question 47: Is End User Support and MFA mandatory?
Answer to Question 47: *Software support is a requirement.*

Question 48: We understand from your addendum that the City is looking for an organization to provide coursework. Would this be developed in collaboration with your team, or are you looking to adopt a content library (such as BizLibrary, Go1)?
Answer to Question 48: *Integration with a coursework developer such as BizLibrary or LinkedIn Learning would be ideal.*

Question 49: Is it possible to have Exhibit A – LMS Questionnaire unlocked? We are unable to wrap text so it is making it challenging to respond in a clean way.
Answer to Question 49: *The City has uploaded a new version titled "Exhibit A – LMS Questionnaire UPDATED" which has expanded the rows and added wrap text in the "Vendor Response/Comments" column but the document will remain locked. All information is the same as no questions have been added or edited. If Vendors need additional room to answer any question, they may respond on a separate page but will need to make sure the question is clearly listed along with the answer.*

Question 50: Would the City of Clearwater be able to provide a submission extension until July 7th?
Answer to Question 50: *Yes, the deadline for proposals will now be July 7, 2023, at 10:00 AM ET.*

Question 51: Is there already an incumbent?
Answer to Question 51: *Please reference DETAILED SPECIFICATIONS, 3. CURRENT ENVIRONMENT, page 17 of the solicitation.*

Question 52: Does the current LMS data conform to SCORM or xAPI?
Answer to Question 52: *Reference Addendum 1, Answer to Question 4.*

Please note: The ten (10) day deadline for submitting questions is now closed and no further questions will be responded to.

End of Questions and Answers

***The deadline for proposals has been extended to July 7, 2023, at 10:00 am ET. ***

All other dates and terms and conditions remain the same in this Request for Proposals.

End of Addenda